

**OFFICE OF SAN ANTONIO CITY COUNCILWOMAN
ANA SANDOVAL**

Position: Council Aide

Job title	<i>Council Aide</i>
Salary Range	<i>Set by Elected Official</i>
Reports to	<i>Councilwoman</i>

"This is a position being hired by City Council Member Ana Sandoval. Aides are not City Employees, but are employees of the individual Councilmember. They answer only to the Councilmember by whom they are employed, and represent only the respective Councilmember's point of view in serving constituents."

Job purpose

- Under general direction, performs a wide variety of professional duties involved in the coordination of the activities of the assigned Council Member with City Departments and external organizations in reference to multiple policy areas; provides information and assistance to Council Member concerning policy issues; and plans, organizes and coordinates complex research, analytical and administrative functions for the City Council Member.

Duties and responsibilities

- May provide direct management and oversight of issues in the District.
- Assists Council Member in establishing and implementing policy issues for the District
- Serves as liaison between Council Member and internal and external individuals and organizations as necessary and assists in meeting constituency needs within the parameters of the City's policies and procedures.
- Drafts responses to citizen concerns and/or questions relating to governmental operations; forwards inquiries to appropriate City Department when necessary; and follows-up to ensure resolution.
- Explains policies to citizens of the community and representatives of various interest groups and makes appropriate referrals for complex policy interpretation to the relevant Departments as necessary.
- Monitors various issues of concern and maintains Council Member informed regarding citizen complaints/suggestions and resolution status.
- Assists Council Member in conducting research, preparing for meetings, appearances and events, and conducting follow-up for resolution of issues.
- Prepares reports, memoranda and other documents as necessary.
- Attends meetings of Commissions, City Council, and other individuals and organizations as required.

- Assists Council Member with analysis of proposed budget, to include performing additional research on specific City programs and services as requested.
- Conduct surveys, analyze results and prepare summarized reports.
- May work directly with residents of San Antonio on a daily basis.
- May train, supervise and evaluate City Council Assistants, Council Aides and other assigned staff.
- Assists in facilitating meetings and events for the District.
- Serves as the project manager for special projects or new development initiatives which are highly visible with active community.
- Develops and implements new programs and resolutions to issues for the District's Neighborhoods.
- May develop and implement strategy for Neighborhood Engagement.
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and works cooperatively and jointly to provide quality customer services.
- Maintains abreast of advances in local governance and public participation techniques.
- May attend meetings with City Council, City staff, neighborhood associations, other community groups or individuals and organizations as required.
- Maintains coworkers and supervisor apprised of activities and progress via communication and established office-reporting protocols.
- Approaches work with organization, responsiveness and initiative.
- Performs related duties and fulfills responsibilities as required.

Preferred Qualifications

Preferred Qualifications include:

- Bachelor's Degree from an accredited college or university with major coursework in Political Science, Public Administration, Urban Planning, Architecture, Business Administration or related field.
- Masters Degree preferred.
- Two (2) years of increasingly responsible administrative, customer service, problem solving.
- Or combination of education and experience.

Knowledge, Skills & Abilities

- Knowledge of principles of public participation and engagement.
- Ability to learn city services, programs, codes and ordinances.
- Ability to learn and apply policies and procedures utilized in handling complaints.
- Skill in utilizing a personal computer and various applications, including social media, graphic design packages and geographic information systems.
- Ability to exercise quick judgment, diplomacy, and follow through.
- Ability to communicate clearly and effectively, both verbally and in writing.
- Ability to respond to inquiries, complaints and requests for services in a fair and tactful manner.
- Ability to establish and maintain effective working relationships with those contacted in the course of work.
- Ability to develop clear and concise reports.

Work Location/Hours

Work Location:

City Hall – 4th Floor
100 Military Plaza
San Antonio, TX 78205 or field office

Work Hours:

Generally 8:00 a.m. – 5:00 p.m. with some evenings and weekends.
Part-time opportunities may also be available.

Application Instructions:

Interested individuals should email a letter of interest, resume and completed questionnaire to:

Ana Sandoval

Councilwoman Elect District 7

Email: anasandoval.councilaide@gmail.com

Questionnaire:

1. Describe a public participation experience you have had with a council office, the City of San Antonio or other public agency. Summarize what worked well, what could have been better and how you would improve the process. (250 words)
2. What are two initiatives you would like the Council Office to undertake? Explain why and how. (250 words)
3. Describe an occasion when you provided excellent customer service.
4. How well can you
 - a. Speak Spanish?
 - b. Write Spanish?
 - c. Read Spanish?
 - d. Speak/read/write any other languages?
5. List any areas in which you feel you have subject area knowledge, e.g., public safety, education...
6. Please provide names and contact information for three references:
 - a. Supervisor
 - b. Coworker
 - c. Someone you have supervised
7. Please submit
 - a. A writing sample 250 to 1,000 words long.
 - b. A newsletter or flyer that you developed.
 - c. Any other sample work product you feel demonstrates your qualifications for the position.